

## 211info Job Description

JOB TITLE 211info Maternal and Child Health Specialist	REPORTS TO Director of Programs
STATUS X Exempt                      Non-Exempt	HOURS PER WEEK: 40

**211INFO MISSION:** Customizing solutions for those serving others.

**CORE FUNCTION:** The Maternal and Child Health (MCH) Specialist will provide MCH content expertise for 211info, the 211 Family Info and Oregon Health Connect Helpline, as needed, to improve outcomes for women, children and families across the state. The MCH Specialist will work on a 211info team to assist women, children and families to facilitate connections with health and social service programs. The MCH Specialist will answer phone calls, texts and emails when information, education and referrals are needed for topics including reproductive health, preconception, pregnancy, and perinatal concerns; women, children and family health; and infant, child and adolescent development, behavior and learning. The MCH Specialist will make referrals and connections to services and will follow-up with clients to ensure that their needs were met. The MCH Specialist will also collaborate with the MCH Liaison to provide training and leadership for 211 staff for MCH content and will serve as a 211 MCH representative on various local and regional committees and councils.

**CORE ACCOUNTABILITIES:** Percentage of time devoted to each activity may change depending on factors such as the number of people working on the project.

70-80%	<b>Work directly with clients:</b> Answer and return phone calls, texts and emails from clients who need information, referrals, advice or advocacy related to reproductive health, preconception, pregnancy and perinatal concerns; women and children and family health and well-being; infant, child and adolescent development behavior and learning; immunizations; social determinants of health, etc. Will refer customers to maternal and child health services such as Oregon MothersCare, home visiting, CCare and family planning, Immunization resources, WIC and other nutritional resources, parenting classes and supports for basic needs and others as needed. Will listen, assess and respond to the needs of customers from all ethnic and socio-economic backgrounds.
20-30%	<b>Training, collaboration and partnership:</b> Train 211info staff about MCH specific topics as needed. Partner with the MCH Liaison and outreach staff to ensure that MCH information is integrated into 211info operations. Provide feedback and support to the 211info team to help meet deadlines for required reports on customer data, referrals, trends and unmet needs. Work with and support the MCH Liaison in partnering with Oregon's MCH, WIC Adolescent, Genetic and Reproductive Health and Immunization Section and others. Collaborate with the MCH Liaison and with local, regional and state organizations to ensure MCH needs are being met. Serve as a MCH representative for 211 for local, regional and state committees and coalitions.

<b>CORE COMPETENCIES:</b>
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<b>Forward Thinking:</b> Anticipate opportunities, explore options and engage in creative problem-solving to prepare 211info for expansion into new markets.
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<b>Critical Thinking:</b> Collect and evaluate client and referral data to identify improvements in service delivery and expansion. Sales and service mentality. Focus on technology and data aggregation.
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<b>Planning and Organizing:</b> Organize work effectively to reflect 211info's priorities and ensure timely execution.
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<b>Flexibility:</b> React and adjust positively to change.
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<b>Cultural Competency:</b> Work effectively with diverse staff and partners; use communication tools and training methods that are tailored for people with different learning styles, ages, educational levels and socioeconomic backgrounds.
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<b>Promote Shared Values:</b> Build internal support for 211info values and represent the agency positively in public.
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<b>Develop Others:</b> Provide guidance and feedback to improve others' performance and capability.
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<b>QUALIFICATIONS:</b>
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Master's degree in public health, nursing social work or related field preferred.
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Strong knowledge of public health and maternal and child health principles and practices.
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Strong understanding of Maternal and Child Health resources, research and evidence informed practices.
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One to three years experience working in Maternal and Child Health, Early Childhood, Education, Family Health or related field.
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One to three years experience providing information and referral to community and health programs.
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Commitment to 211info's mission and excellent customer service delivery.
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High degree of integrity and institutional loyalty with high standards of excellence and accuracy.
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Analytical skills to identify practical solutions to barriers and service gaps that prevent individuals and families from receiving the assistance they need.
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Demonstrated ability and willingness to meet deadlines as a competent team player in a fast-paced working environment; must handle multiple projects simultaneously, take initiative and
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work independently and collaboratively.
High level of maturity and ability to interact successfully with diverse constituencies.
Excellent written and verbal communication skills with attention to detail.
Ability to use standard business application software programs.
English/Spanish bilingual is desired.

**AGREEMENT:** Upon acceptance of employment, employee and supervisor's signatures confirm that this job description has been reviewed and is understood to define the scope of work to be completed. I understand that this in no way constitutes an exhaustive list of my job duties, and that essential job functions/results may be subject to change at any time. The work schedule and program procedures are subject to change at any time. Continued employment after any change shall constitute acceptance by the employee.

**Employee (print name):**

**Employee signature:**

**Date:**

**Supervisor:**

**Date:**

**EQUAL EMPLOYMENT:** 211info provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or veteran status. 211info expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.